

# ADKAR Planning template



| <p><b>AWARENESS</b></p> <p>Why would they bother to change what they do now? What difference will it make to who compared to the present situation?</p> | <p><b>DESIRE</b></p> <p>What difference does it make to people you are asking to change what they do? What's in it for them personally (WIIFM)? What's the story for them? How can they be involved? What's their role in this process?</p> | <p><b>KNOWLEDGE</b></p> <p>What training and support will be provided? How will people access that training?</p> | <p><b>ABILITY</b></p> <p>What support will there be to give people time, space, and tools to change practice after training? What other operational details are needed to allow change to happen? Any systems and process changes needed?</p> | <p><b>REINFORCEMENT</b></p> <p>How will the change in practice be sustained? Positive encouragement and acknowledgment, celebrations, feedback on process and challenges, visible performance measures, accountability mechanisms?</p> |
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